

About this guide

Who should use this guide

This guide is written for Meridian IVR 2.0/I application developers who will be developing and customizing Meridian IVR applications.

This guide assumes that you are familiar with creating voice applications with Meridian IVR 2.0/I. You should also be familiar with “C” programming language and have a knowledge of telecommunications.

How to use this guide

This manual contains the following chapters and appendices:

Chapter 1: Understanding applications

Introduces you to the basic concepts of the Meridian IVR application.

Chapter 2: Understanding cells

Provides an overview of the components of a cell and introduces you to the basic cell types.

Chapter 3: Building applications

Explains the rules of designing and building effective applications.

Chapter 4: Creating a sample application

Teaches you how to create a sample application that you can load and run.

Chapter 5: Creating user functions

Teaches you how to create user functions, and provides an overview on how the user function process works.

Chapter 6: Using information databases

Explains the concepts of creating and editing information databases.

Chapter 7: Cell catalog

Describes the cell types in a Meridian IVR application. It lists the buffers used, buffers updated, cell parameters, next cells, and tables.

Appendix A: Standard prompts

Lists the standard Meridian IVR prompts.

Appendix B: Meridian ACCESS return codes

Lists the Meridian ACCESS return codes.

Appendix C: Sample cell chart

Provides you a sample cell chart that you can use for each cell if you want to plan your application on paper.

Appendix D: Converting applications

Shows you how to convert Meridian IVR applications from Release 1 to Release 2.

Appendix E: Upgrading databases

Shows you how to upgrade Meridian IVR databases from Release 1 to Release 2/I.

Additional Meridian IVR guides

You may find the following documentation useful while reading this manual.

Manual	NTP Number
<i>Meridian IVR Product Guide</i>	555-9001-010
<i>Meridian IVR Planning and Engineering Guide</i>	555-9001-200
<i>Meridian IVR Installation Guide</i>	555-9001-210
<i>Meridian IVR Getting Started Guide</i>	555-9001-301
<i>Meridian IVR System Administration Guide</i>	555-9001-300
<i>Meridian IVR 3270 Gateway Development Guide</i>	555-9001-312
<i>Meridian IVR SQL Server Guide</i>	555-9001-314
<i>Meridian IVR VT100 Gateway Development Guide</i>	555-9001-316
<i>Meridian IVR 5250 Guide</i>	555-9001-318
<i>Meridian IVR Fax Application Guide</i>	555-9001-350
<i>Meridian IVR Maintenance and Diagnostics Guide</i>	555-9001-500

Third-party documentation

The information supplied with your vendor's host connectivity package will be necessary for hardware and software installation and configuration.

Conventions used in this guide

Throughout this guide, several typographic conventions have been used to highlight certain types of information.

- Buffer names are shown in all upper case characters, for example, the CURRENT MESSAGE buffer.
- Commands you must type are shown in bold, for example, type **sam** at the prompt.
- Keynames you press are enclosed in angle brackets, for example, the <Enter> key.
- Softkeys shown on the window which are mapped to function keys are enclosed in square brackets, for example, the [Save] softkey.
- Variables shown in command lines appear in italics, for example, the *host_cfgn* file, where *n* is a variable representing a board number.
- Screen output is shown in *courier*.